

**GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA**

UNSTARRED QUESTION NO:3561
ANSWERED ON:12.12.2001
MPCM
VARKALA RADHAKRISHNAN

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the basic objectives of installation of Multi-purpose Counter Machines (MPCM) at post offices to provide single window service to customers in order to reduce waiting time and make counter service error free and more productive could not be achieved;
- (b) if so, the reasons therefor;
- (c) whether only 2789 MPCMs out of 6257 machines produced were working as on March, 2000;
- (d) if so, the facts thereof; and
- (e) the steps being taken to utilize these machines in to?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

- (a) No, Sir. The Department of Posts has achieved its objectives of providing single window service to customers with the installation of Multi Purpose Counter Machines (MPCMs).
- (b) Not applicable in view of (a) above.
- (c) No, sir. As on March, 2000, a total of 2590 MPCMs had been installed in the country and those are in operation although some machines may be down at times for maintenance which is but normal with any machine.
- (d) Not applicable in view of (c) above.
- (e) Machines are put to optimal use. The performance average during March, 2000 was 3533 transactions per month as against the target of 3000 transactions per machine. Annual Maintenance Contract is available for the machines to ensure timely repairs.